

Amendments to the Claims:

The claims below will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A method for providing support services for a plurality of programmable devices, each of the plurality of programmable devices associated with a user, the method comprising:

electronically receiving at a service location user-specific data associated with one of the programmable devices and the corresponding user;

storing the user-specific data associated with the programmable device and the corresponding user;

initiating automatic back-up procedures for keeping the stored user-specific data current;

receiving notification that a replacement programmable device for the programmable device is needed by the user;

configuring the replacement programmable device based-on at the service location using the user-specific data associated with the programmable device and the corresponding user before the user receives the programmable device and without establishing a connection between the service location and the user; and

automatically repairing the programmable device.

2. (original) The method of claim 1, further comprising providing the replacement programmable device to the user.

3. (previously presented) The method of claim 2, further comprising: receiving the programmable device;

providing the repaired programmable device to the user and receiving the replacement programmable device from the user.

4. (original) The method of claim 3, further comprising receiving payment for providing the support services to the user.

5. (currently amended) A programmable device that provides a user application and is configured to communicate with a network, the programmable device comprising:

a processing device configured to control the operation of the programmable device;

a user interface configured to enable a user to interact with the user application;

a network interface device configured to enable the programmable device to communicate with the network; and

memory comprising the user application and logic configured to provide user-specific data associated with the user application to a service center connected to the network, the user-specific data comprising information capable of being used to configure a replacement programmable device for the user;

~~wherein the network interface is configured to allow a service center connected to the programmable to automatically back up the stored user-specific data for keeping the stored user-specific data current and wherein the service center automatically repairs the programmable device~~ a support device that configures the replacement programmable device at the service center using the user-specific data associated with the programmable device before the user receives the programmable device and without establishing a connection between the service center and the user.

6. (original) The device of claim 5, wherein the programmable device is a laptop computer.

7. (original) The device of claim 5, wherein the logic is further configured to enable the user to customize the user-specific data provided to the network.

8. (original) The device of claim 5, wherein the logic is further configured to provide the user-specific data to the network in response to a request from the network.

9. (original) The device of claim 5, further comprising a programming interface configured to connect to and communicate with an external device which is adapted to program the programmable device according to the user-specific data provided to the network.

10. (original) The device of claim 5, wherein the network interface device is further configured to enable the programmable device to be programmed according to the user-specific data via the network.

11. (currently amended) A system for providing support services to a plurality of programmable devices, each of the plurality of programmable devices associated with a user, the system comprising:

means for electronically receiving at a service center user-specific data associated with each of the plurality of programmable devices and the corresponding user;

means for storing the user-specific data associated with each of the plurality of programmable devices and the corresponding user;

means for initiating automatic back-up procedures for keeping the stored user-specific data current;

means for receiving notification that a replacement programmable device for one of the plurality of programmable devices is needed by the corresponding user;

means for configuring the replacement programmable device based on at the service center using the user-specific data associated with the one of the plurality of programmable devices and the corresponding user before the user receives the programmable device and without establishing a connection between the service location and the user; and

means for automatically repairing the programmable device.

12. (original) The system of claim 11, further comprising means for providing the replacement programmable device to the corresponding user.

13. (original) The system of claim 11, further comprising means for receiving payment for providing the support services to the corresponding user.

14. (currently amended) A system for providing support services to a plurality of programmable devices, each of the plurality of programmable devices associated with a user and configured to connect to and communicate with the system via a network, the system comprising:

a processing device configured to control the operation of the system;

a network interface device adapted to communicate with each of the plurality of programmable devices via the network; and

memory comprising logic configured to:

receive user-specific data associated with each of the plurality of programmable devices and the corresponding user, the user-specific data comprising information capable of being used to configure a replacement programmable device for the user;

store the user-specific data associated with each of the plurality of programmable devices and the corresponding user;

automatically back-up the stored user-specific data for keeping the stored user-specific data current; and

receive notification that a replacement programmable device for one of the plurality of programmable devices is needed by the corresponding user; and

a service center that configures the replacement programmable device at the service center using the user-specific data associated with the one of the plurality of programmable devices and the corresponding user before the user receives the programmable device and without establishing a connection between the service location and the user;

automatically repair the programmable device and then delivering the repaired device to the user.

Serial No.: 09/855,209
Attorney Docket No.: 10007891-1

15. (currently amended) The system of claim 14, wherein the logic is further adapted to ~~configure the replacement programmable device based on the user-specific data associated with the one of the plurality of programmable devices and the corresponding user enable the user to customize the user-specific data provided to the network.~~

16. (original) The system of claim 14, wherein the logic is further adapted to request that a replacement programmable device be configured based on the user-specific data associated with the one of the plurality of programmable devices and the corresponding user and be provided to the corresponding user.

17. (original) The system of claim 14, wherein each of at least a portion of the plurality of programmable devices is a laptop computer.

18. (currently amended) A system for providing support services for a network supporting a plurality of programmable devices, each of the plurality of programmable devices associated with a user and configured to connect to and communicate with the network, the system comprising:

 a processing device configured to control the operation of the system;
 a network interface device adapted to communicate with the network; and
 memory comprising logic configured to:

 receive user-specific data associated with one of the plurality of programmable devices supported by the network and the corresponding user, the user-specific data comprising information capable of being used to configure a replacement programmable device for the user;

 automatically back-up the stored user-specific data for keeping the stored user-specific data current; and

 receive notification that a replacement programmable device for one of the plurality of programmable devices supported by the network is needed by the corresponding user;

configure a service center that configures the replacement programmable device based on using the user-specific data associated with the one of the plurality of programmable devices and the corresponding user before the user receives the programmable device and without establishing a connection between the service center and the user; and

 automatically repair the programmable device.

19. (original) The system of claim 18, wherein the logic is further configured to submit a request that the replacement programmable device be delivered to the corresponding user.

20. (original) The system of claim 18, wherein each of at least a portion of the plurality of programmable devices is a laptop computer.